Associate Information Systems Analyst

Knowledge, Skill, Ability, and Personal Characteristic Statements
Rating Results

1	Ability to establish and maintain effective working relationships with others.
2	Ability to work cooperatively and productively as a member of a team to achieve a common goal.
3	Ability to adapt to changes in priorities, work assignments, and other interactions.
4	Ability to prioritize work assignments and/or problem solutions to ensure completion within established timeframes.
5	Ability to perform job tasks during stressful working conditions (e.g., tight deadlines, heavy workload, etc.).
6	Skill to interact with and relate effectively to individuals at all levels of an organization.
7	Skill to interact tactfully and diplomatically with a variety of audiences, including frustrated, angry, or otherwise emotional individuals.
8	Ability to work independently on projects or assignments without close supervision or detailed instructions.
9	Ability to work on multiple projects and/or assignments simultaneously.
10	Skill to listen to others to facilitate an open exchange of ideas and provide for effective communication.
11	Skill to read and comprehend written materials (e.g. references, memos, letters) to apply information and determine appropriate courses of action.
12	Skill to communicate effectively in writing in a courteous, professional manner.
13	Skill to adhere to established polices and procedures.
14	Skill to orally communicate information effectively and accurately.
15	Knowledge of problem-solving techniques and processes.
16	Ability to analyze and evaluate situations to determine appropriate courses of action.
17	Skill to identify problems, including cause and effect to ensure problems are properly addressed.
18	Knowledge of word processing software (e.g., Word, Word Perfect).
19	Knowledge of proper spelling, grammar, punctuation, and sentence structure.
20	Knowledge of the department's information security rules and regulations.

21	Skill to collaborate with others on project issues and status.
22	Knowledge of spreadsheet software (e.g., Excel, Lotus).
23	Knowledge of electronic messaging software (e.g., Outlook, Instant Messaging, GroupWise).
24	Knowledge of basic arithmetic techniques (including addition, subtraction, multiplication, division, decimals, percentages, and fractions) to calculate numerical data.
25	Skill to analyze and evaluate data and information to formulate conclusions and courses of action.
26	Skill to use logic and reasoning to identify the strengths and weaknesses of alternative solutions.
27	Skill to work with others to identify problems to seek improvements in Information Technology (IT) and other work processes.
28	Skill to prepare clear and concise written instructions to audiences with varying levels of understanding.
29	Skill to provide technical assistance to individuals to resolve issues and/or problems.
30	Knowledge of customer service and customer support principles in an Information Technology (IT) environment.
31	Skill to read and comprehend complex or technical information to interpret or explain it to others.
32	Knowledge of basic personal computer/client workstation applications and operating system software.
33	Ability to integrate new information with existing knowledge to formulate conclusions.
34	Ability to interpret and analyze numerical data accurately.
35	Skill to read and interpret charts, diagrams, and graphs.
36	Skill to identify solutions to various Information Technology (IT) environment related problems.
37	Skill to provide technical and descriptive documentation.
38	Knowledge of various operating systems of a personal computer (PC).
39	Knowledge of basic customer technical support standards, protocols, and procedures, including tracking procedures and security devices.
40	Knowledge of various software applications (e.g., Adobe Acrobat, Visio, Microsoft Project).
41	Knowledge of personal computer troubleshooting techniques.
42	Knowledge of operating systems, applications, networking components and their interrelationships.
43	Ability to troubleshoot and respond to general IT service requests (Level/Tier 1).
44	Knowledge of basic principles of Information Technology (IT), including its, current trends, methods, and practices.

45	Skill to determine the accuracy of various mathematical calculations.
46	Knowledge of general computer architecture (CPU, memory allocation, peripheral devices, I/O, etc.).